

KCDHH

Kentucky Commission on the Deaf and Hard of Hearing



STAFF ACTIVITIES

January 1, 2005 through March 31, 2005

TELELINK



PLINK



Submitted
by
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DEAFLINK



ACCESS CENTER



KCDHH Highlights for the Third Quarter
January 1 through March 31, 2005
FY 2004-2005

Legislative

A fiscal year '05 budget (House Bill 267) was finally passed by the General Assembly on March 8, 2005. KCDHH received what was expected in the bill. Cost saving measures are still in effect. The reorganization bill for the Education Cabinet did not pass but the reorganization is still in effect under the Governor's Executive Order until June 30, 2005. A new Executive Order is expected to continue the reorganization into fiscal year '06.

Personnel

During the month of January, year-end performance evaluations and 2005 Performance Plans were completed on all eligible staff as required by law. No personnel changes occurred in this quarter.

KCDHH GOALS

KCDHH Goal I: Improve, strengthen and develop services, including human and communication services.

Deaf Access Stations

Virtual communication is now a real thing in Bowling Green, Kentucky. A Deaf Access Station has been established at Western Kentucky Community College. The hours are 8:00 a.m. to 8:00 p.m. and it is located in a very deaf friendly area with a technical assistant who can sign. Deaf community leaders are planning an open house to introduce the Deaf Access Station to the community as a whole. "I have been waiting a long time to be able to communicate through sign language to make a phone call. It is wonderful," stated Ms. Nancy Perry, Community Leader.

The State Interpreter Administrator and Program Coordinator attended the Kentucky Deaf Access Consortium partner meeting at Eastern Kentucky University on January 26, 2005 on behalf of the Executive Director. The partners discussed final evaluations for the project and various means of sustainability. A schedule was set for the final training session on "Click To Meet" software for Vocational Rehabilitation and Mental Health staff.

A videoconferencing demonstration was done with Kentucky Virtual University staff on February 2, 2005. It was a successful demonstration and the Commonwealth Office of

Technology appeared to understand the need for videoconferencing.

A teacher at Paducah Middle School, Ms. Heidi Givens, contacted KCDHH and arranged to have a videoconference scheduled in which a deaf staff person who told a story to the students at the school. This demonstration required approximately five hours of staff time for preparation and videoconference. The videoconference took place on March 2, 2005. Younger students were fidgety with short attention spans, but older students were very attentive asking questions. Another storytelling session via videoconferencing with students is anticipated.

The Executive Director and State Interpreter Administrator attended the Kentucky Deaf Access Consortium partner meeting on March 15, 2005 at the Commission office. Discussion included the sustainability of the project after the grant termination date of March 31, 2005. The State Interpreter Administrator will lead the follow up of the grant and track progress of the videoconferencing stations for KCDHH through the Deaf Access Stations program.

The Kentucky Deaf Access Consortium Quarterly Report for **October 1 - December 31, 2004** was submitted on January 14, 2005. KCDHH contributed \$7,076.81 in non-personnel services (interpreting, supplies, travel) and \$26,064.41 of staff in-kind services for the four staff members participating in the grant.

From **October 1, 2001 (when the grant started) through December 31, 2004**, KCDHH has contributed \$144,733.77 in tangible consumables, \$248,938.20 in personnel salaries and 7,111.5 hours of in-kind support.

Although figures are not complete for the total grant (ending March 31, 2005), figures are available for **January and February 2005**, which includes personnel of \$16,660.14 and 488.25 hours of in kind support, and non-personnel cost of \$4,492.57.

This brings the total with only one month remaining on the grant to:

\$149,226.34 in non-personnel costs, consumable materials

\$265,598.34 in personnel expenses, in-kind support to the grant

7,600 hours of in-kind services

Access Center

Access Center Introduction Packets were sent out to inform new requesters from state agencies about services the Access Center provides on March 24, 2005. Intake forms to fill out for interpreter requests were also disseminated.

Access Center Assignments

Requests	Filled assignments that occurred 1/1/05-3/31/05	Cancelled assignments that would have occurred 1/1/05-3/31/05	Interpreting Hours Provided 1/1/05-3/31/05	Average number of contacts required to fill assignments
AC: Request for Interpreting	98	22	640.75	10.86
AC: Request for Captioning	2	0	4	9
AC: Request for Videoconferencing	None reported	None reported	None reported	None reported

National Certification Opportunities

As a Registry of Interpreters for the Deaf (RID) Super site, the KCDHH hosted 10 performance evaluations over a five-day period this quarter. The dates were January 8, February 11, 23, March 11 and 12, 2005. One person took the RID written test at KCDHH on January 6, 2005.

TDD Distribution Program

Request	Applicants Receiving Equipment	Pieces of equipment Distributed
TDD: Applying for STE	158	246

TV Channel Fox 41 in Louisville ran a short human-interest story on CapTel and KCDHH TDD distribution program on February 1, 2005. Mr. Ed Schickel, a hard of hearing SHHH advocate, was interviewed and KCDHH's toll free number was posted to contact for an application for the phone. A total of 350 requests for TDD applications were received in three days from this

media event. Applications were provided to each individual, as well as information on our information, referral and advocacy, Deaf Access Stations and TDD programs, a KCDHH general flyer, the Directory of Services, an information card to request additional information and a SHHH brochure so they can contact them or join if so interested.

KCDHH is working with the Public Service Commission, Hamilton Relay Service and WCI (CapTel manufacturer) to increase the number of CapTel's Kentucky can distribute monthly. Kentucky is currently limited to five a month but KCDHH has asked that the allotment be increased to ten. KCDHH is also working with the Finance Cabinet to reacquire funds that were held by the Legislature to balance the budget. Those funds have been approved for return with the verification provided and once they are received, equipment for many of the applicants on the waiting list can be provided. Currently there are 45 consumers approved for CapTel's on the waiting list, 95 for amplified phones, nine for Voice Carry Overs and 10 for TDD's. Hard of hearing consumers are by far the biggest population served by the TDD Distribution Program. Within this quarter KCDHH has processed and approved 294 applications (current waiting list) and distributed equipment to 158 consumers.

KCDHH Goal II: Serve as a clearinghouse of current information for state and national resources to provide appropriate information and referral services.

Office of Information Services

Information Technology

The KCDHH migration to Active Directory has been postponed until after January 1, 2006. The reason for this is that the Commonwealth Office of Technology is experiencing problems on their end and does not want to include other agencies before these problems have been resolved.

Web Hits Counter

Month	KCDHH Home Page	Access Center Home Page	Information Home Page	TDD Distribution Home Page	DeaFestival Home Page	Publications Home Page
January	996	36	210	43	15	126
February	1,292	97	361	155	123	155
March	1,310	89	454	254	325	143
Total	3,598	222	1,025	452	463	424

Web Update

KCDHH uploaded their new web page with a new look in February. It is a work in progress. More work is being done to make it easier to navigate and find things. Several staff members are working together to accomplish this. Look for more changes in the weeks and months to come.

Information and Referral Requests

The KCDHH has documented 1705 requests from January 1 – March 31, 2005.

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OAS: Administration	5	0	0	5	4	
OAS: Legislation	1	0	0	1	1	
OAS: Special Projects	2	0	0	1	3	
OEA: Administration	5	0	0	6	4	
OEA: AC: DAS	3	0	1	2	3	350
OEA: AC: Evaluations	11	12	15	49	4	
OEA: AC: Outreach	21	0	0	22	22	120
OEA: AC: Request for Captioner	2	0	1	6	12	
OEA: AC: Request for Interpreter	98	22	16	388	916	
OEA: TTY: Applying for STE	165	8	423	611	851	
OEA: TTY: Outreach	0	0	0	0	0	635
OEA: TTY: Repair	16	0	0	16	23	
OEA: TTY: Request for Application	669	0	18	655	667	
OEA: TTY: Status Check	11	0	15	8	8	
OIS: DeaFestival	4	0	2	6	4	95
OIS: Library	9	0	0	9	10	145
OIS: Outreach	2	0	2	3	3	865
OIS: IRA: ASL & Linguistics	10	0	0	10	12	

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
OIS: IRA: Deaf Culture	1	0	0	1	1	
OIS: IRA: Deafness & Hearing Loss	11	0	1	1	1	
OIS: IRA: Demographics & Statistics	3	0	0	3	3	
OIS: IRA: Employment	2	0	0	2	1	
OIS: IRA: Families & Children	1	0	0	1	1	
OIS: IRA: Human Services	39	0	1	41	41	
OIS: IRA: Interpreting	19	2	4	18	21	
OIS: IRA: Legal Rights of Deaf & HOH	12	0	0	14	15	
OIS: IRA: Sports	1	0	0	1	1	
OIS: IRA: Technology	17	0	0	17	20	
OIS: PUB: Agency Brochure	2	0	0	2	1	615
OIS: PUB: Communicator	1	0	0	0	1	40
OIS: PUB: Directory of Services	10	0	0	9	12	655
OIS: PUB: Interpreter Directory	9	0	0	11	12	65
TOTAL	1162	44	499	1919	2678	3585

General KCDHH Outreach

Outreach was done on the following dates for the following groups:

- On January 11, 2005, information about the programs and services offered by KCDHH was provided to the University of Louisville Interpreter Training Program Ethics class. Handouts were disseminated and explanations of programs such as information, referral, advocacy, DeaFestival, the TDD Distribution Program, Access Center and general activities of the agency were given.
- On March 2, 2005, the Information Coordinator manned a KCDHH booth at the Kentucky Speech, Hearing and Language Association annual conference in Lexington.

KCDHH Goal III: Initiate and advise the development of public policy and systems change efforts in cooperation with the Governor, General Assembly, public and private entities and local, state and federal governments.

Staff attended:

On January 12, 2005, Executive Staff Advisor attended the Martin Luther King, Jr. Annual Celebration held at the Governor's Mansion in Frankfort. Singers from Kentucky State University provided entertainment and the Governor as well as the Education Cabinet Secretary and the new President of Kentucky State University spoke. It was well attended and inspirational.

On January 19, 2005, the Public Information on Hard of Hearing Study Group met in Frankfort with the Information Coordinator and Program Coordinator in attendance. Items of discussion were: Public relations options for "May is Better Hearing and Speech Month," the Deaf and Hard of Hearing Health Fair and the challenge of including cell phones in the base of the surcharge for the TDD Distribution program. The study group also met on March 16, 2005, with the Information Coordinator and the Executive Director attending. Discussion focused mainly on the Self Help for Hard of Hearing group, which will be setting up a booth at the state fair and how KCDHH can assist them.

On January 20, 2005, the Executive Staff Advisor met in Frankfort with Elaine Ozment, Kentucky Program Consultant for Prevention Research Institute, Inc. in Lexington. Ms. Ozment came to KCDHH to explain about the institute and what it does. They provide training to trainers that teach alcohol and drug prevention. They were exploring how to get deaf/hard of hearing persons involved in their training.

On January 21, 2005, the DeafBlind Project Staff had their meeting at the KCDHH office as a way to get oriented to the staff and services of the KCDHH. A tour was provided with an explanation of each department. The staff was introduced to videoconferencing and potential uses for that technology.

On January 25, 2005, the Executive Staff Advisor attended the Education Cabinet Public Information Officers' meeting in Frankfort. It was an information-sharing meeting. Items of discussion were the Governor's "State of the Commonwealth Address," *Unbridled Spirit* printing requirements, the Education Cabinet's new intranet site, the new legislative liaison for the Cabinet, emergency contact sheets for Education Staff senior management and protocol for requesting Cabinet staff to speak. This group met again on March 29, 2005, with the Executive Staff Advisor in attendance. Mr. Stan Cave, the Governor's Chief of Staff and representatives from New!West were the featured speakers. Topics of discussion were the use of *Unbridled Spirit* branding, the state fair booth and a weekly email alert.

On January 25, 2005, the Executive Staff Interpreter, representing the Executive Director, attended the KDE Office of Special Instructional Services Advisory Board meeting in Frankfort. A presentation was given on the computer software that will be used for the new testing in public schools. Dr. Johnnie Grissom gave updates.

On January 26, 2005, the Executive Director and the Executive Staff Advisor met with the KDE Oversight Team at the KCDHH office. Discussion included the Executive Director's observations of the Melbourne, Australia School for the Deaf, entitled, "Deaf Children, Australia," Phase 2 of the Kentucky School for the Deaf Facilities Planning Committee, a meeting of the Danville Deaf Community Leaders, a preliminary meeting of key Danville Community Leaders, ideas for the excess land, implementation plan status report and the upcoming Kentucky Board of Education meeting. It was a very productive meeting with open

discussions.

On January 27 – 29, 2005, the Executive Director attended the National Association of the Deaf Board meeting in Tampa Bay, Florida.

On January 31, 2005, the Executive Staff Advisor attended the first Education Cabinet weekly legislative team meeting in Frankfort. The legislative liaisons of all the Education Cabinet agencies attended during the course of the legislative session. These meetings provided an opportunity to share bills of concern, bills that agencies support, etc. The Executive Staff Advisor also attended the meeting on February 14, February 21 and February 28, 2005.

On February 1, 2005, the Program Coordinator provided training on the connection and use of the Crystal Tone Plus amplified phone for a consumer and her sister at their home in Harrodsburg.

On February 2, 2005, the Executive Director testified before the Senate Transportation Committee on Senate Bill 11, which would establish a decal be affixed on the driver's license that the holder of the license is deaf or hard of hearing and uses alternative form of communication. The Executive Director testified that since it was only on a voluntary basis, the Commission supported the bill. However, the bill did not pass.

On February 3, 2005, the Executive Director attended the Kentucky Board of Education Subcommittee on Kentucky School for the Deaf (KSD) and Kentucky School for the Blind meeting in Frankfort. A status report on the Implementation Plan and the KSD Facilities Planning Committee was provided.

On February 5, 2005, the Information Coordinator attended the Family Advocates for Kentucky's Deaf/Hard of Hearing Children meeting, which is a new support network and includes both parent and professional members across the state. Due to the fact that the name is so long, the members are currently working on a new name.

On February 11 – 13, 2005, the Executive Director attended the National Council on Interpreting meeting in Silver Spring, Maryland to ensure that the national testing opportunities for Kentucky interpreters are in place beginning in Summer 2005.

On February 15, 2005, a Visioning meeting was held with the Danville Business Community and the Kentucky School for the Deaf community to develop partnerships between Kentucky School for the Deaf and the downtown district. Possible partnerships were discussed and future meetings were set. KCDHH organized this effort and the Executive Director facilitated the meeting. It was held in Danville. A follow up meeting was held on March 1, 2005 in Danville, with the Executive Director facilitating. At this meeting, the KCDHH Executive Director broke the group into two groups and each group made a list of all possible partnerships between KSD and the downtown district and other agencies/ organizations that would be potential good neighbors/partners. Each group presented their ideas. It was explained that this group would

not meet again until the Facility Planning Committee Phase II resumed their meetings.

On February 18, 2005, the Information Coordinator and State Interpreter Administrator gave deafness sensitivity training to approximately 40 deaf and hearing faculty and staff at Kentucky School for the Deaf in Danville as part of KSD staff professional development.

On February 25, 2005, the Information Coordinator attended the Parent/ Professional conference in Louisville. It was a workshop for parents and professionals. This was sponsored by Parent Resource Centers and the Kentucky Department of Education. The Information Coordinator attended to gather resources for the Commission.

On February 25, 2005, the Executive Staff Advisor attended the Center for Accessible Living Open House in Louisville. The Center for Accessible Living moved their offices from 981 South Third Street to 305 West Broadway. They had an Open House to showcase their new location.

On February 27, 2005, the KCDHH Staff had a Team Reports Meeting to discuss progress made by the various teams on their goals as required in the KCDHH 2004-2006 Strategic Plan.

On February 28, 2005, the Executive Director and Interpreter Administrator met with the Kentucky Department of Education Oversight team members to discuss the deployment of assistive and instructional technologies including videoconferencing at Kentucky School for the Deaf.

On March 5, 2005, the Executive Director met with the representatives representing deaf and hard of hearing communities in Ohio to discuss licensure opportunities for interpreters. Several representatives from this same group a few years ago helped jump-start the Kentucky Licensure Law for Interpreters process here. For ten years, this group has been trying to pass a similar law for Ohio. They were unable to get their opponents (Department of Education and educational interpreters) to compromise. Political strategies and the consensus-building process were discussed on how the law here in Kentucky was passed.

On March 7, 2005, the Executive Director met with Secretary Virginia G. Fox, Ms. Sally Hamilton and Ms. Mardi Montgomery in Frankfort to discuss the Task Force Report Update. Ideas were discussed about how to accomplish the goals of the task force and about cross-agency and cross-cabinet collaboration.

On March 9, 2005, the Executive Director attended the quarterly Mental Health Advisory Committee Meeting in Frankfort. Representatives on the Advisory Committee gave a report on their responsibilities. The chair of the Advisory Board has resigned because she is relocating so it was determined that the KCDHH Executive Director would facilitate the next meeting and a vote would be taken to elect a new chair. The KCDHH Executive Director reported on the Task Force Update.

On March 10, 2005, the Program Coordinator and the State Interpreter Administrator attended the Telephone Relay Service Advisory Board meeting in Frankfort. The main focus of the meeting was for Hamilton, Kentucky's Relay Service provider, to report on the quarterly activities of the relay service and present information on upcoming changes and progress and resolution of complaints from consumers. The upcoming Request for Proposal for the Relay Service and Hamilton's role as a videoconferencing provider was also discussed. KCDHH requested a copy of Hamilton's current contract for comparison on the Request for Proposal process and to review contract requirements in the Request for Proposal prior to posting of the bid. Mr. Jim Stevens of the Public Service Commission, the entity that governs the Relay Service contract, will allow this review. Consideration was given to having a meeting for this purpose with concerned advisory board members.

March 16, 2005, the Executive Director met in Frankfort with Ms. Laura Owens, the Commissioner of Workforce Investment, Ms. Beth Smith, the Executive Director of Vocational Rehabilitation and Mr. Ralph Clark with Vocational Rehabilitation. This was a meeting recommended by the Education Cabinet staff to discuss Task Force recommendations that include Vocational Rehabilitation and strategies for cross-agency collaboration. A subsequent meeting with Ms. Beth Smith or her designee will take place as a follow-up to this meeting.

On March 17, 2005, the Information Coordinator and Interpreter Referral Specialist provided two-hour deaf awareness training to 36 Kentucky State Police cadets in Frankfort.

On March 18, 2005, the Executive Director attended the Tax Modernization Bill Signing in Frankfort. This was a public media event on the Capitol Grounds. There were several speakers related to the important components of the tax modernization bill and then the Governor signed it into law.

On March 21, 2005, the Executive Director attended the Council on Postsecondary Education meeting in Frankfort. The focus of this meeting was the progress of a special project that colleges and universities throughout Kentucky are working on which deals with getting children of all ages involved in their community and in public service. This needs to be more than a project in a social studies class. The goal is to get children involved so they will become successful students and later go to college and stay in Kentucky to contribute to their communities.

On March 22, 2005, Hamilton staff was given a tour by KCDHH staff on various programs

within the KCDHH. Collaborative ideas were discussed on how to improve the access of relay services to the deaf and hard of hearing communities.

On March 31, 2005, the Executive Director and Interpreter Administrator along with Information Technology staff began to set up an office at the Kentucky School for the Deaf to begin working with the Department of Education to arrange a seamless system of managing library materials related to deafness, currently housed at KCDHH.

KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, educational and awareness programs and services.

The Executive Director did a presentation entitled “Extreme Experience” to a group of high school students who were deaf or hard of hearing in Benton, Kentucky on February 26, 2005. This workshop focused on leadership, being proactive in requesting their needs, being strong leaders and the qualities that good leaders have. The students broke into groups for group activities and had interaction with students and their parents. An introduction to the KCDHH web site was given and how that website could lead them to many different topics relating to deafness, deaf activities, organizations and such was explained.

KCDHH Goal V: Improve support of people in our organization to create a work environment that fosters productivity and innovation.

On January 12, 2005, the Executive Staff Advisor received training on Pathlore, the software that is used to enroll state government staff into Office of Government Training (previously known as Governmental Services Center) classes. The training was given because they were rolling out a new system.

On February 25, 2005, the KCDHH Staff hosted a birthday potluck in honor of the State Interpreter Administrator.

On February 27, 2005, the Information Systems Supervisor provided training to the KCDHH staff on using spyware software to prevent KCDHH from getting computer viruses.

On February 28, March 3, 4, 7, 8, 9 and 10, 2005, the Information Systems Supervisor provided training to the Network Analyst on a variety of subjects including Active Directory, the Exmail server, Ecopy, Antigen and Avast Antiviruses, Microsoft Spyware, and Security.

On March 23, 2005, the KCDHH Staff had Ms. Jolene Van Horne with the Kentucky Public Employees Deferred Compensation Authority come to KCDHH to share information about the Deferred Compensation program and to answer questions and work one-on-one with any eligible employee who would like to enroll, change their contribution or fund distribution, etc.

On March 24, 2005, Ms. Abby Coyer provided Click to Meet software training to the KCDHH staff so that they would be able to make or join a meeting, etc. The training was offered to two separate groups of staff on March 24 and 25, 2005 at the KCDHH office.

On March 30, 2005, the KCDHH Staff had Mr. Scott Parritt with Kentucky Retirement Systems come to the KCDHH office to give an overview of the system, answer specific questions and clarify misinformation. He offered to do sample calculations for anyone who was interested in getting a snapshot of their retirement at a certain point in time. It was very informative.

On March 30, 2005, the KCDHH Staff had a potluck going away party for Ms. Abby Coyer. She was presented with a money tree to assist her in the next phase of her life. Her employment ended when the Kentucky Deaf Access Consortium grant ended on March 31, 2005. She will be greatly missed in our office.